



SERVICE USER INFORMATION HANDBOOK

AS AT MARCH 2018

*Delivering quality services, promoting
access and wellbeing*

02- 4984 7999

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WELCOME MESSAGE

Welcome to Community Transport Port Stephens.

We have been serving the local community in the Port Stephens area since 1984.

Our team of loyal staff and wonderful volunteers are here to help you.

We aim to make a difference by **“Delivering quality services promoting access & wellbeing”**

This Client Hand Book has been designed to help you understand how to use our service and answer some frequently asked questions.

If after reading the Client Handbook you have further questions or suggestions, or if you know of a friend or relative that could benefit from our service, please don't hesitate to call 02- 4984 7999 and one of our friendly staff shall assist you with your enquiry.

Management Team
Community Transport Port Stephens

WHO WE ARE

Community Transport Port Stephens is funded by the State and Federal governments and administered by the NSW Government, Transport for NSW. Community Transport Port Stephens provides accessible transport services to eligible people and their carers living in the Port Stephens government areas.

CTPS is a not for profit organisation which is registered as a Public Benevolent Institution Charity and is an Incorporated Association under the Fair Trading Act.

OUR MISSION

We aim to deliver quality transport services and programs that connect our clients to services and community to promote access and wellbeing. We offer individual transport, social outings and specialised transport services.

OUR VISION

We aim to enhance and promote independence and quality of life to our clients.

OUR VALUES

We are committed to safety, privacy, respect, accessibility, compassion and excellence.

WHO IS ELIGIBLE?

Those who generally have difficulty accessing public transport and are:

- Seniors (over 65 or over 50 if Aboriginal or Torres Strait Islander)
- People with a disability that affects their mobility (permanent or temporary)
- Carers
- Transport isolated
- Unsubsidised transport for the general community

WHAT AREA DO WE COVER?

Community Transport Port Stephens provides transport services to Port Stephens Local Government areas.

SERVICES PROVIDED

Community Transport Port Stephens aims to assist you to get out and about. Destinations may include:

- Doctor's Appointments
- Specialist Appointments
- Hospital visits
- Medical Treatments
- Podiatry
- Pathology
- Physiotherapy
- Shopping

- Library
- Hairdresser
- Group social outings
- Individual social outings
- Or other destinations of your choice

We provide individual transport to both local and out of area medical appointments at Medical Centres, Doctors and Specialists rooms, Hospitals etc. We normally ask you how long you think the appointment may take and when you will be ready for the return.

Please be aware that due to safety concerns you are restricted to transporting 5 small to medium shopping bags on our vehicles. We do not transport large bulky items or excessive shopping bags. You are encouraged to use home delivery services.

Out of Area Transport is transport to area's outside your local area, this could include medical trips to Central Coast and Sydney. For out of area transport please contact the office.

If you need to go to a destination and you are not sure if we do that kind of transport please ring and ask. If we are unable to assist you we may know of another service who may be able to assist you.

COST OF TRANSPORT

Within our local government area:

The cost depends on the distance and your ability to pay. A minimum charge is \$8 for a local return trip for example (as at 1st APRIL2018)

TOMAREE TO/FROM RETURN

Within Tomaree	\$8
Newcastle	\$17

TILLIGERRY TO/FROM RETURN

Within Tilligerry	\$8
Raymond Terrace	\$12
Maitland	\$17
Newcastle	\$17

WILLIAMTOWN TO/FROM RETURN

Newcastle	\$12
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MEDOWIE TO/FROM RETURN

Within Medowie	\$8
Raymond Terrace	\$8
Maitland	\$14
Salamander Bay/Nelson Bay	\$14

KARUAH TO/FROM RETURN

Raymond Terrace	\$12
Maitland	\$17
Newcastle	\$17

RAYMOND TERRACE TO/FROM RETURN

Within Raymond Terrace	\$8
Maitland	\$14
Salamander Bay/Nelson Bay	\$14
Newcastle	\$14

WEST WARDS TO/FROM AREA

Raymond Terrace	\$12
Maitland	\$12
Newcastle	\$14

For cost of transport to/from other destinations please contact the office.

Staff will advise you of cost when you make a booking. Let us know if you have difficulty paying.

HOW TO BECOME A CLIENT

From July 2015 the Commonwealth HACC Program ceased to exist and has been replaced by the Commonwealth Home Support Programme (CHSP). The CHSP is designed to provide entry-level support services to frail, older people to assist them to live independently at home and in the community.

Assessment process for new Clients

From 1 July 2015

All new clients must be registered with My Aged Care to become a client of CTPS.

People with a disability who have a self-managed NDIS Package, or whose package is managed by a plan manager or the NDIS are able to apply for assistance.

Please ring us on 02 4984 7999 and we will explain the process and assist you in becoming a client of Community Transport Port Stephens.

HOW TO MAKE A BOOKING

The more notice you can give the service the more chance we have of being able to provide transport on the day and at the time you require.

Some clients will ring and make a booking for an appointment in three months' time. Sometimes clients will only know they need transport 3 to 4 days before. As a rule of thumb we require 3

working days' notice and we can usually meet your transport needs.

Occasionally you may wake up feeling ill or need to go somewhere in a hurry and will ring on the day you need transport. Our chances of being able to provide transport at such short notice is limited but we still tell clients to ring and ask and if we have a spare seat and are in your area we will assist if possible.

Once you know the date and time you need transport, ring the office and we will make a booking for you.

Due to the large number of requests we receive we may not be able to assist you at exactly the time you require, therefore we may suggest different times when the service is available.

CANCELLATIONS

We are often really busy and have people on waiting lists. We understand things may change – please let us know straight away if you no longer need to go.

CHANGING NEEDS

We provide an individualised service based on your needs and from time to time your needs will change. This could be a simple as a change of address, or it maybe if your health or disability improves or deteriorates. You are encouraged to let us know when things change, to help us meet your needs.

ABORIGINAL TRANSPORT

Aboriginal Transport provides affordable & reliable transport services to community groups & individuals within the Port Stephens Local Government Area.

Services Provided by Community Transport Port Stephens

Individual & Group Transport to cater for shopping, medical, social outings, petrol vouchers, taxi vouchers and funeral transport.

Who can use this Service?

Aboriginal people who have difficulty accessing public transport and are:

- Aboriginal or Torres Strait Islander people over 50
- People with a disability that affects their mobility (permanent or temporary)
- Carers

What Does it Cost ?

Service participants are encouraged to make a contribution towards the cost of transport provided. This is usually based on the distance travelled.

To register for our service and discuss your transport needs, please contact us on 02 4984 7999

SERVICE USER RIGHTS

1. Every Service User has the right to receive a service that encourages and fosters their independence.
2. Every Service User (with the Service User's permission) and/or their carer has access to all information about themselves held by the Service.
3. In cases where a Service User has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
4. Service Users (with the Service User's permission) and/or their carers will be involved in decisions about their assessment and care plan. They will be made aware of all the options available, and any fees to be charged.
5. Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
6. Service Users' access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
7. Service Users have the right to refuse a service and refusal will not prejudice their future access to services.

8. Service Users have a right to complain about the Service they are receiving without fear of retribution.
9. Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
10. Service Users' views will be taken into account in the planning and evaluation of the Service.
11. Service Users can nominate an Advocate to speak on their behalf. This may be a family member, friend or advocacy service.
12. Service Users' rights to privacy and confidentiality will be respected.

SERVICE USER RESPONSIBILITIES

1. A Service User should provide reasonable notice if a service is no longer required.
2. Service Users should act in a way which respects the rights of other Service Users and Team Members.
3. Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.

4. Service Users must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members.
5. Service Users should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
6. Service Users should inform the Service of any significant change in their circumstances, e.g. health status, mobility decline.
7. Passengers must not be under the influence of illegal drugs or alcohol and must be reasonably presented (i.e. hygienic and without provocative messages or logos on clothing).
8. We ask that areas concerning culture, politics, religion, etc. be treated with due discretion by all concerned and that clients refrain from swearing.
9. If a Service User continually refuses to abide by their responsibilities, they may be exited from the Service.

CONFIDENTIALITY AND PRIVACY

Your confidentiality will at all times be respected. However, we do have to give your name, address and phone number to the volunteer car or bus driver taking you to your appointment. We ask all clients to respect the confidentiality of information about other clients, volunteers and staff.

Your Information – It's Private

What information do we collect about you?

We keep your name and contact details on your client record. Other details such as your goals (care plans) and information about your health are recorded and reviewed regularly.

Why do we collect your information?

The information we collect helps us keep up-to-date details about your needs so we can care for you in the best possible way.

We also use the information to better manage and plan the services we provide.

Who else sees you information?

All information is kept strictly confidential and is only accessed by authorised staff. As part of our client induction, we ask for your permission to use personal information in our statistical reports to government. At no time are you individually identified in these reports.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. It is your right not to share some of your information or restrict access to your client record but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest of confidence and store it securely.

Can you access your information?

Yes, you have the right to request access to your information and to ask for it to be corrected if necessary.

ADVOCACY

What is an Advocate?

An advocate is a person who, with the authority of the client, promotes and represents the rights and interests of the people.

Clients may use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service. Advocates will be accepted by CTPS as representing the interests of the client.

Advocates may be used during assessments, reviews, and complaints or for any other communication between the client and CTPS.

Advocacy and information services perform a crucial role in the disability sector by helping people to make informed decisions about their lives and help them to choose how they wish to engage with their communities.

See more at:

<http://opan.com.au/>

or

<http://da.org.au>

Where can I find an Advocacy or Information Service?

Advocacy is supported by both Federal and State governments.

The National Aged Care Advocacy Program (NACAP) is a national program funded by the Australian Government under the *Aged Care Act 1997*. The NACAP aims to promote the rights of people receiving Australian Government funded aged care services.

Phone: 1800 700 600

The NACAP Program Guidelines

(<http://agedcare.health.gov.au/support-services/national-aged-care-advocacy-program-guidelines>) provide further information regarding the delivery of the NACAP.

COMPLAINTS AND CONCERNS

As a way of improving our services to the community, Community Transport Port Stephens welcomes all feedback. We would like to hear from you should you have any complaints regarding the service you are receiving or any suggestions you would like to make to improve services provided by Community Transport Port Stephens.

As a Service User, you have the right to complain about the service you are receiving without fear of retribution and you will continue to receive uncompromised services whilst your complaint is dealt with in a fair, prompt, confidential and timely manner.

Community Transport Port Stephens will resolve all complaints in a confidential manner amongst team members and other individuals directly concerned with its resolution. However, there may be some instances where it will be necessary to provide information to a third party.

In order to satisfactorily resolve a complaint, please be rest assured that your permission will be obtained prior to any information being given to other parties whom it may be desirable to involve. In some instances, there is a legal requirement and/or duty of care to disclose information to an external body, e.g. if harm to self or others seems likely or if there are legal implications inherent in the complaint.

You have the right to use an advocate (family member, friend or advocacy service) and we can assist with finding someone to represent you if needed.

Procedure

- In the first instance, clients are encouraged to raise their complaint with the team member or supervisor responsible for delivering the service concerned.
- Clients may use an advocate to negotiate on their behalf.
- If the client is not happy to discuss the issue with the team member or supervisor responsible for delivering the service concerned, they or their advocate may contact the Operations Manager by phone on 02 4984 7999 or in writing, PO Box 152, Nelson Bay, NSW 2315 or via email at info@ctps.org.au

- If the complaint is about the Operations Manager, the complainant may choose to go directly to the CEO or Chairperson of the Board of Management by phone on 02 4984 7999 or in writing, PO Box 152, Nelson Bay, NSW 2315 or via email at info@ctps.org.au

- **NB** If you are not happy with complaint process you may contact the Aged Care Complaints Scheme on 1800 550 552 or the NSW Ombudsman on 1800 451 524.

- After raising your complaint, you will be contacted within one week to acknowledge the complaint and outline timeframes for investigation and resolution.

- While we aim to resolve complaints as quickly as possible, if your complaint cannot be resolved within one month you will be provided with a progress reports.

- At the end of this process, the final outcome will be discussed with you and we will ask for feedback as to your satisfaction with the resolution and any improvement to the overall process you may be able to suggest.
- You have the right to appeal any decision(s) made.
- If the matter is not resolved to your satisfaction, you may raise the issue with the Chairperson of the Board of Management by way of phone conversation or written letter if you prefer. To arrange this, phone 02 4984 7999 or write to The Chairperson of the Board of Management P PO Box 152, Nelson Bay, NSW 2315. Please mark the envelope CONFIDENTIAL.

If further action is required, you may contact:

Aged Care Complaints Scheme- Department of Social Services:

The scheme provides a free service for anyone to raise their concerns about the quality of care or services being delivered to people receiving aged care services subsidised by the Australian Government.

Please note: All 1800 numbers are free calls from fixed lines; calls from mobiles may be charged.

- Phone: 1800 550 552
- Web: <http://www.agedcarecomplaints.govspace.gov.au>
- Mail: PO Box 7576, Canberra Business Centre, ACT, 2610

People with Disabilities may choose to contact the Ombudsman NSW:

- Web: www.ombo.nsw.gov.au
- Phone: 1800 451 524
- Email: nswombo@ombo.nsw.gov.au

For complaints relating to the NDIS

- Phone: 1800 800 110
- Web: <http://www.ndis.gov.au>
- Email: feedback@ndis.gov.au

SPECIAL NEEDS CONTACTS

If you are deaf or have a hearing or speech impairment, you may contact them through the National Relay Service or for vision impairment through Vision Australia:

- Phone: TTY and Speak and Listen users: phone 1800 555 667 then ask for 1800 550 552
- Web: www.relayservice.gov.au
- Web: www.visionaustralia.org/

Non English speaking persons:

- Translating and Interpreter Service (TIS) on 131 450
- TTY users phone 133 677 then ask for 02 9286 1000



Australian Government

Department of Health

Charter of Care Recipients' Rights and Responsibilities - Home Care

*Aged Care Act 1997, Schedule 2 User Rights Principles 2014
(amended on 27 February 2017)*

1 Care recipients' rights - home care

General

- (1) Each care recipient has the following rights:
 - (a) to be treated and accepted as an individual, and to have his or her individual preferences respected
 - (b) to be treated with dignity, with his or her privacy respected
 - (c) to receive care that is respectful of him or her, and his or her family and home
 - (d) to receive care without being obliged to feel grateful to those providing the care
 - (e) to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding his or her care
 - (f) to have access to advocates and other avenues of redress
 - (g) to be treated without exploitation, abuse, discrimination, harassment or neglect.

Consumer Directed Care - choice and flexibility

- (2) Each care recipient has the following rights:
 - (a) to be supported by the approved provider:
 - (i) to set goals in relation to the outcomes he or she seeks from home care
 - (ii) to determine the level of ongoing involvement and control that he or she wishes to have in the provision of the home care
 - (iii) to make decisions relating to his or her own care
 - (iv) to maintain his or her independence as far as possible
 - (b) to choose the care and services that best meet his or her goals and assessed needs and preferences, within the limits of the resources available
 - (c) to have choice and flexibility in the way the care and services are provided at home
 - (d) to participate in making decisions that affect him or her
 - (e) to have his or her representative participate in decisions relating to his or her care if he or she requests it or if he or she does not have capacity
 - (f) to choose the approved provider that is to provide home care to him or her, and to have flexibility to change that approved provider if he or she wishes.

Consumer Directed Care - care and services

- (3) Each care recipient has the following rights:
 - (a) to receive reliable, coordinated, safe, quality care and services which are appropriate to meeting his or her goals and assessed needs

- (b) to be given before, or within 14 days after, he or she commences receiving home care, a written plan of the care and services that he or she expects to receive
- (c) to receive care and services that take account of his or her other care arrangements and preferences
- (d) to ongoing review of the care and services he or she receives (both periodic and in response to changes in his or her personal circumstances), and modification of the care and services as required.

Consumer Directed Care - individualised budget and monthly statement of available funds and expenditure

- (3A) Each care recipient has the following rights:
 - (a) to receive an individualised budget for the care and services to be provided
 - (b) to have his or her individualised budget reviewed and, if necessary, revised if:
 - (i) the care and services to be provided, or the costs of providing the care and services, change; or
 - (ii) he or she requests the approved provider to review and, if necessary, revise the individualised budget
 - (c) to receive a monthly statement of the funds available and the expenditure in respect of the care and services provided during the month.

Personal information

- (4) Each care recipient has the following rights:
 - (a) to privacy and confidentiality of his or her personal information

- (b) to access his or her personal information.

Communication

- (5) Each care recipient has the following rights:
 - (a) to be helped to understand any information he or she is given
 - (b) to be given a copy of this Charter
 - (c) to be offered a written agreement that includes all agreed matters
 - (d) to choose a person to speak on his or her behalf for any purpose.

Comments and complaints

- (6) Each care recipient has the following rights:
 - (a) to be given information on how to make comments and complaints about the care and services he or she receives
 - (b) to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way
 - (c) to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.

Fees

- (7) Each care recipient has the following rights:
 - (a) to have his or her fees determined in a way that is transparent, accessible and fair
 - (b) to receive invoices that are clear and in a format that is understandable

- (c) to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances
- (d) not to be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

2 Care recipients' responsibilities - home care

General

- (1) Each care recipient has the following responsibilities:
 - (a) to respect the rights of care workers to their human, legal and workplace rights including the right to work in a safe environment
 - (b) to treat care workers without exploitation, abuse, discrimination or harassment.

Care and services

- (2) Each care recipient has the following responsibilities:
 - (a) to abide by the terms of the written home care agreement
 - (b) to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change
 - (c) to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk.

Communication

- (3) Each care recipient has the following responsibilities:

- (a) to give enough information to assist the approved provider to develop, deliver and review a care plan
- (b) to tell the approved provider and their staff about any problems with the care and services
- (c) before the care recipient changes approved providers, to tell the approved provider and their staff of the day the care recipient intends to cease to receive home care services from the approved provider.

Access

- (4) Each care recipient has the following responsibilities:
 - (a) to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement
 - (b) to provide reasonable notice if he or she does not require home care to be provided on a particular day.

Fees

- (5) Each care recipient has the responsibility to pay any fees as specified in the agreement or to negotiate an alternative arrangement with the provider if any changes occur in his or her financial circumstances.

COMMUNITY TRANSPORT

PORT STEPHENS

**If you are unsure about anything or
need further help**

**PLEASE RING
02- 4984 7999**

**Port Stephens Office
1/124 George Road
Salamander Bay NSW 2317.**